**ВОПРОСЫ ДЛЯ ПОДГОТОВКИ К ЭКЗАМЕНУ**

**ПО МДК 01.02**

**Иностранный язык в сфере профессиональной коммуникации для службы приема и размещения**

для студентов 3 курса по специальности

43.02.14 «Гостиничное дело»

Роспшер Н.В.

**Раздел 1 Организация и технология работы службы приема и размещения.**

**Практические задания:**

1. Прочитать и перевести текст профессиональной направленности. Ответить на вопросы по тексту.

**HOTEL SERVICES**

**THE FRONT OFFICE**

When hotel guests arrive, they expect the front office clerks to offer them a nice welcome. They will want someone to help them in checking-in.

The front office is in the lobby of a hotel. It consists of the reservation department and the reception desk or the front desk.

The reservation department provides booking of the hotel rooms.

The front desk provides sales of rooms, guest registration, key service, message and mail service, guest accounts.

Each employee in the front office has got a specific task.

The booking clerk will help the guest to arrange a booking. The receptionist or the room clerk will help the guest to check in. When the receptionist or watches the guest arrive, he meets and greets him. The receptionist asks the guest to fill in a registration form and assigns a room to him. Before the receptionist assigns a room, he or she will check the guest's booking and the available accommodations. Most hotels offer single, double and twin-bedded rooms. There are also some fine suites. A guest may ask the receptionist to provide an extra bed in a double room for his family member.

A hotel guest often wants someone to deliver messages and mail for him. The front deck performs this duty. There is always a rack with message boxes behind the counter.

A hotel guest always wants someone to take care of his room key. The front deck will do it. There is often a key drop at the deck.

When the guest checks out, he wants someone to help him with accounts. The cashier at the front deck will do it.

Every hotel manager relies on his front office to provide brief and convenient checking-in and checking-out.

**THE BELL SERVICE**

When hotel guests check in, they expect someone to show them to their rooms. They also want someone to help them with their luggage. Often guests would like some employee to run errands for them with. These are duties of the bell service.

At the head of the bell service is the bell captain. The bell captain's post is next to the front desk. The bell captain directs bellmen.

The room clerk gives the guest's room number and the key to the bellman. The bellman escorts the guest to his room. He escorts the guest to the elevator first and then to the floor. There the bellman shows the guest his room. He must show where the light switches are. He must also explain how to use the room appliances: the room TV-set, telephone, air-conditioning. The guest may want him to explain some other hotel services: room service, laundry or dry-cleaning.

In many hotels the bellman also carries the guest's luggage. But some hotels have got porters who must carry the luggage. Very often the bellman or porter uses a cart to move the luggage.

The bellmen also run errands for the guests. They can even page guests in the hotel. You can see a bellman carry a sign with the name of the guest whom he is paging. Or you can hear a bellman call out the name while he is carrying the sign.

**THE HOUSEKEEPING**

When guests stay at the hotel they expect somebody to clean their rooms. The housekeeping department does it.

At the head of the housekeeping service is the housekeeper. He supervises the chambermaid.

Chambermaids prepare the rooms before the guests check in.

The housekeeper tells the maids to general clean the rooms or to make up the rooms. He may ask the maids to scrub down the bath-rooms or just change the bed linen and the towels. Generally the maids air the rooms, make the beds, dust the furniture, vacuum clean the floor, wash the bathroom, and empty the waste baskets.

Chambermaids use carts to carry supplies of toiletries: shampoos, soaps, tissues, shower caps as well bed and bath linens. There are containers for dirty linen and rubbish on those carts.

Chambermaids use master keys to provide security for the hotel rooms.

If the guests need extra bedding or rollways, the housekeeping service will do it. The housekeeping service provides hair-dryers and irons if the guests need them.

When guests check out, the housekeeper insects the rooms. The housekeeper informs which rooms are occupied and which rooms are vacant.

1. Написать письмо-ответ на жалобу, соблюдая правила написания делового письма.
2. Разыграть предложенную ситуацию.

**Раздел 2 Технология взаимодействия сотрудников с гостями при приеме, регистрации, размещении и выписки.**

**Практические задания:**

1. Прочитать и перевести текст. Ответить на вопросы по тексту.

**HOTEL SERVICE**

Nowadays people travel on business and as tourists more than in the past. No businessman can avoid being a paying guest every now and then. In big cities there are a lot of good hotels. Accommodations as well as rates vary from hotel to hotel. There are deluxe hotels, the most luxurious and the most expensive, resort hotels used for entertainment or recreation. Still, if you do not want to get disappointed, it is advisable to book accommodation beforehand by fax or telephone, especially if you are visiting the town during the summer months. If you do not book accommodation beforehand, you may have to leave the hotel because it is fully booked up. That would be an unpleasant experience, especially if you arrived late at night. Rooms in most hotels have all modern conveniences: central heating, air conditioning, bathroom, hairdryer, trouser press, telephone, satellite TV and others. Service is usually quite satisfactory. You can take a single room, a double room or a suite, charges varying accordingly. If you can't stand the noise of the street, do not take an outside room, ask for an inside one.  Service is supposed to begin at the door. When your taxi stops at the entrance to the hotel the doorman and the bellboy help you with the luggage. The doorman is very important during the reception procedure. He is stationed at the entrance to the hotel and assists the guests in and out of taxis and cars, calls for cabs. In the lobby of a hotel there is a registration or front desk where the guests check in and out, pick up and deposit keys and so on. The guest is given a registration card to fill out the name and permanent address. The desk clerk or receptionist enters the guest’s room number, the room rate, and the arrival and departure dates into the computer. Then he asks the guest to sign his or her name.

When the guests are through with the formalities, the bellboy takes them and their luggage up in the lift and shows them to their room. He shows them where the light switches are and explains the use of the room appliances, such as the television set, cooking facilities, if any, and the air conditioning. He can also run errands for you. Now that you have been settled in a hotel room and have been given the key of it, you become a regular hotel guest.  At the hotel you can get various services. If you want to have your suit pressed or dry cleaned, your shirt ironed, or your laundry done, you should ring for the maid and she will see to it that everything is done. You can also have your meals served in your room. In the lobby of a hotel there are a lot of offices: a booking office, post and telegraph offices, an information desk supervised by the concierge. At the information desk you can enquire about the departures and arrivals of trains and flights, about telephone numbers and addresses of offices and private individuals and about a lot of other things. Concierges are always ready to help the guests and provide them with all kinds of useful information. Besides, there is a newsstand, a bookstall, a kiosk selling picture postcards and souvenirs. Cosmetics and liquor are sold too, but with a sales tax. At the airport you can buy them tax-free. At the booking office they can book for you seats at the theatre or on the plane, or hotel accommodation in another town. In the same building there are also restaurants, bars, cafeterias, beauty parlours, saunas, steam rooms and massage rooms, along with fully equipped supervised gyms and swimming pools.

1. Написать письмо-ответ на жалобу, соблюдая правила написания делового письма.
2. Разыграть предложенную ситуацию

**Раздел 3 Стандарты обслуживания гостей в процессе технологического цикла.**

**Практические задания:**

1. Прочитать и перевести текст. Ответить на вопросы по тексту.

**Hotel management**

Hotel management is a significant career. Larger hotels may operate with an extensive management structure consisting of a General Manager which serves as the head executive, department heads that oversee various departments, middle managers, administrative staff, and line-level supervisors. Degree programs such as hospitality management studies, a business degree, and / or certification programs prepare hotel managers for industry practice.

Boutique hotels are typically hotels with a unique environment or intimate setting. Some hotels have gained their renown through tradition, by hosting significant events or persons, such as SchlossCecilienhof in Potsdam, Germany, which derives its name from the Potsdam Conference of the World War II allies Winston Churchill, Harry Truman and Joseph Stalin in 1945. The TajMahal Palace & Tower in Mumbai is one of India's most famous and historic hotels because of its association with the Indian independence movement. Some establishments have given name to a particular meal or beverage, as is the case with the Waldorf Astoria in New York City, United States where the Waldorf Salad was first created or the Hotel Sacher in Vienna, Austria, home of the Sachertorte.

Others have achieved fame by association with dishes or cocktails created on their premises, such as the Hotel de Paris where the crApe Suzette was invented or the Raffles Hotel in Singapore, where the Singapore Sling cocktail was devised. A number of hotels have entered the public consciousness through popular culture, such as the Ritz Hotel in London, through its association with Irving Berlin's song, 'Puttin' on the Ritz'. The Algonquin Hotel in New York City is famed as the meeting place of the literary group, the Algonquin Round Table, and Hotel Chelsea, also in New York City, has been the subject of a number of songs and the scene of the stabbing of Nancy Spungen (allegedly by her boyfriend Sid Vicious).

1. Написать письмо-ответ на жалобу, соблюдая правила написания делового письма.
2. Разыграть предложенную ситуацию

**СПИСОК ЛИТЕРАТУРЫ И ИСТОЧНИКОВ**

**Основная:**

1. Английский язык для индустрии гостеприимства. - Москва ИНФА-М К.В Ишимцева, 2015.
2. Hotels & Catering. “Express Publishing”, Virginia Evans, 2015.

**Дополнительная:**

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